



**UNIVERSITY OF LINCOLN STUDENTS' UNION
JOB DESCRIPTION**

JOB TITLE: Team Members (Tower Bar)	DEPARTMENT: Commercial Services
LOCATION: Tower Bar	REPORTS TO: Tower Bar Manager
SALARY: As of 1st April 20120 Aged 25+: £8.72 per hour plus holiday Aged 21-24: £8.20 per hour plus holiday Aged 18-20: £6.50 per hour plus holiday Zero hour, fixed term contract	DATE: March 2020

Context	<p>The Students' Union is an independent body affiliated to the National Union of Students and exists to support students in both their academic and non-academic experiences; whilst working closely with the University and local community.</p> <p>Student leaders are elected by the student body, and supported by the staff's expertise to deliver services and represent student needs; to enhance the experience of all students at the University of Lincoln.</p>
Job Purpose	<p>This is a customer-focused position involving all areas of bar service within the Tower Bar including: serving, food delivery, cash handling, customer service and cleaning.</p>

KEY RESPONSIBILITIES

<i>Key Responsibility 1</i>
<p>Customer Service</p> <p>Provide a high quality, efficient service to customers by making drinks to a consistent standard within the bounds of the licensing laws and adhere to all aspects of licensing law.</p> <p>To provide Front of House Staffing to the Tower Bars, covering Bars, food service, and Glass Collecting.</p> <p>To deliver services in accordance with the Staff Handbook, and instruction and guidance of the Commercial Services management team.</p> <p>Efficiently deliver food to customers and ensure good food safety standards are followed.</p> <p>Ensure customer areas are always tidy and clean to maintain a good atmosphere.</p> <p>To provide table service where necessary with App sales.</p> <p>To record all refusals at the bar in line with current policies and procedures.</p> <p>Handle Cash and input into tills with accuracy.</p>

Key Responsibility 2

Maintain Standards within the Tower Bars

To Work within the rules laid out at induction regarding shift allocation and fulfilment, as instructed in the Staff Handbook and by the management team.

Follow Venue procedures and instructions as laid out in the Staff Handbook, training and under instruction of the Management Team.

To follow procedure regards stock and cash.

Work with other staff to maintain high standards of cleanliness and complete cleaning schedules.

Assist in the opening and closing procedures to allow the bar to operate efficiently.

Collect glasses and rubbish from around the Tower Bar to ensure that the floor is kept clear at all times.

Ensure the outside area is maintained to a high standard, and cleared regularly.

To adhere to Licensing laws, procedures and instructions relating to fire and accidents, Hygiene and Health and Safety Regulations and all aspects of consumer law.

In addition, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

<p>Scope and Dimensions of The Role</p>	<p>Work in a manner that reflects the values of the organisation as shown in the Union's constitution and strategic plan, and in line with Union policies and procedures. Promote a positive image of the University of Lincoln Students' Union at all times. Keep abreast of relevant national and local developments and attend conferences, training events and meetings as necessary. Maintain confidentiality in respect of all areas of the job responsibilities and be aware of current policy relating to the Data Protection legislation. Engage in appropriate training programmes as identified by your line manager. Actively follow and promote Union policies. Some attendance at meetings outside normal office hours may be required. Maintain confidentiality in respect of all areas of the job responsibilities, and be aware of current policy in relation to the Data Protection legislation. To undertake such other additional duties as may be required from time to time, within the overall scope of the appointment as directed by the Senior Management Team or Duty Manager.</p>
<p>Key Working Relationships</p>	<p>Tower Bar Manager Tower Bar Assistant Manager Tower Bar Supervisor Commercial Services Management Students' Union Senior Management Team Executive Officers Students' Union Staff Team</p>
<p>External Contacts</p>	<p>General Public University Staff</p>

Author	S Whitney	Date Published	March 2020
---------------	-----------	-----------------------	------------

**UNIVERSITY OF LINCOLN STUDENTS' UNION
PERSON SPECIFICATION**

Job Title: Team Members (Tower Bar)

<i>Selection Criteria</i>	Essential (E) or Desirable (D)	Where Evidenced Application (A), Interview (I), Presentation (P); References (R)
Qualifications: Working towards a degree or higher qualification	E	A
Food Hygiene Training	D	A
Experience: Bar experience	D	A / I
Waiting experience	D	A / I
Customer Service experience	E	A / I
Cash Handling experience	E	A / I
Experience of working in a busy environment	D	A / I
An understanding of the particularities of working within a democratic organisation.	D	A / I
Skills and Knowledge: Ability to learn new processes and procedures quickly	E	A / I
Knowledge of sector products	E	A / I
High standards of cleanliness and hygiene	E	A / I
Able to manage own workload, time and priorities	D	A / I
Competencies & Personal Attributes: Commitment to the delivery of high standards of service.	E	A / I
Able to work as part of a team and under own initiative	E	A / I
Understands the importance of presentation	E	A / I
Ability to multi-task	E	A / I
Understanding of, and commitment to, Equal Opportunities within the workplace.	E	A / I
Ability to engage with customers	E	A / I
Business Requirements: University of Lincoln Student during 2019/20 academic year	E	A
May be required to work nights, evenings and weekends	E	A / I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.